

PORTER TELEO

TERMS & CONDITIONS

Porter Teleo does not accept responsibility for incorrect quantities or dimensions.

Due to the made-to-order nature of the product, orders cannot be returned or canceled once production has been initiated. See Cancellation Policy for further details.

Goods must be inspected upon receipt. If Porter Teleo is not notified within 5 business days, delivery and/or subsequent installation constitutes acceptance of goods in the condition received.

No claims allowed for labor charges or consequential damages under any conditions.

Product is hand painted and can display certain irregularities that are inherent to the process.

Product is not guaranteed against fade, color change, wear or bleed.

All orders must be paid for in full within 60 days of confirmation of order's completion.

Reorders that require an exact match for ink, due to short ordered quantities, may incur a 20% service fee.

ALL PORTER TELEO PRODUCT IS AN ORIGINAL DESIGN. IT IS NOT TO BE COPIED OR REPRODUCED IN ANY MANNER. ALL DESIGNS COPYRIGHTED PORTER TELEO L.L.C. ALL RIGHTS RESERVED.

CANCELLATION POLICY

Every Porter Teleo product is hand painted and made-to-order, using a uniquely mixed dye lot. This is what makes our product so inherently different and special. We put a great deal of time and effort into each individual order's specific customization. Our policies related to cancellations, change orders and returns reflect this custom-made nature of our product and our process.

Prior to a CFA being initiated:

For canceled orders, a 15% cancellation fee will be incurred.

For change orders of equal or greater value, no fees will be incurred.

After a CFA has been initiated, but prior to Production:

For canceled orders, a 25% cancellation fee will be incurred.

For change orders, a 25% change fee will be incurred.

After Production has been initiated (CFA has been approved):

Porter Teleo will not accept any returns or cancellations and no refunds will be issued.

LEAD TIME

Cutting for Approval (CFA) standard lead time is 2-3 weeks upon receipt of initial payment and working sample.

Standard production lead time is 8 weeks from CFA approval.

Lead times do not include transit time.

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INSTALLATION RECOMMENDATIONS:

Please read these instructions in their entirety before beginning installation.
Direct questions to orders@porterteleo.com or 816-832-7527.

IMPORTANT: Before cutting panels & installing Porter Teleo wallcoverings, please confirm:

- 1. Product is as expected, and the product quantities are correct for the full installation.**
- 2. Inspect the wallcovering before installation to ensure it is free of defects:**

If no defect is evident before installation, wallpaper panels must be reviewed after each strip is installed. After (2) full strips are installed, if you have any concerns (or at any point during the installation) no additional material should be hung until Porter Teleo is notified. NO CLAIMS WILL BE ALLOWED FOR MORE THAN (2) INSTALLED PANELS ON THE WALL. No labor claims will be allowed at any time.

GENERAL GUIDELINES

- Inspect all wallpaper panels immediately upon delivery. Carefully grade for color accuracy & review for any flaws.
- Confirm that you have the correct pattern and colorway before installing. Additional yardage from this dye-lot may not be available.
- Subtle variations are inherent in hand painted wallcovering and enhance the beauty of the overall design.
- Drywall should be at a level five finish & without imperfections. Liner paper is optional at a level 5 finish.
- Lining paper is recommended to help ensure a clean, even wall finish, or when your professional installer deems it necessary.
- An experienced paper hanger is required for installing this wallpaper.
- No claims are allowed for labor charges or consequential damages under any conditions.
- Please contact Porter Teleo immediately with any questions or issues, prior to installation.

PATTERN LAYOUT

- Pattern layout should be considered before any trimming occurs.
- All panels will be marked TOP/BACK with a label sticker on the top/back of each panel.
- Panels should be measured and cut on the top/bottom based on the needs of the installation
- Patterns are measured & side matched from the TOP unless otherwise stated.

TYPE A - Consecutive Sidematch

Patterns: Brushstrokes, Emergence, En Plein Air, Fleurs Animees, Flora & Fauna, Floral Graffiti, Form, Geo, Geometrie, Gleam, Harmony, Kintsugi, Kuba, La Danse, Mariposa, Painter's Palette, Patina, Petales, Rythym, Silk Scarf, Sketch, Symphonic, Synergy, Tangled, Tectonic, Velvet

- Panels will be numbered and should be installed in sequential order from left to right. Designer should be consulted if starting point for the installation is not known.
- Side match should be considered at all times when trimming side edges.

TYPE B - Continuous Horizontal Elements

Patterns: Assemblage, Fauves, Fossil, Graced, Jardin, Matrice, Stitch, Painted Plaid, Painterly Plaid, Taking Flight

- Panels should be aligned to maintain the horizontal elements throughout the entire installation.
- Panels will not be numbered, and the installation sequence is not pre-determined.
- Horizontal alignment and panel symmetry (negative space between panels) should be considered at all times when trimming side edges.

TYPE C - Stand-Alone Elements

Patterns: Botanical Synapsis, Fluid Tones, Fluidity, Ink Blots, Kimono, Outside the Box, Primrose, Quality of Line, Refracted, Signs & Signifiers, Zeta

- Panels will not be numbered, and the installation sequence is not pre-determined.
- Pattern symmetry of the overall installation as well as negative space between panels, should be considered at all times when trimming side edges.

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SURFACE PREP/PRIMER

- Installation surface should be prepped with a high-quality adhesion promoting primer.
- Lining paper is highly recommended. Lining paper may be purchased at www.theporterteleoshop.com/collections/liner-paper or from other available vendors.

TRIMMING

- Wallcovering is delivered with a deckled edge.
- Edges should be table-trimmed dry with a very sharp razor blade.
- The side match/symmetry of the pattern should dictate the amount of trim needed and should be considered with every cut. Wallpaper should be trimmed minimally, fully removing the deckled edge, typically 1/8" ~ 1".

ADHESIVE

- Only high-quality, clear adhesives should be used, such as Romans 880.
- Paper (not the wall surface) should be pasted.
- Allow for a brief relaxing/expansion period before adhering to the surface, according to the humidity factor and based on the judgment of an experienced technician.

TOUCH-UP INK

- In cases where lines or shapes are trimmed to the point where they are not connecting completely at the seam, these lines/shapes can be easily joined with the touch-up ink provided.
- Touch-up ink should be well-mixed prior to use and layered on slowly, allowing each layer to dry before adding another layer. The ink is not opaque like paint; lighter colors cannot cover dark colors.
- Touch-up ink is only included with certain patterns, for reconnecting pattern lines after the installation is completed.
- Our touch-up ink is thin, and has a watery consistency. Background ink is not provided for any pattern, and is not intended for installation errors, such as split seams. Background touch-up ink is NOT included & may not be available for request.

AVOID

- Please avoid direct sunlight as the fine art wallpaper is not guaranteed against fading or color change.
- Avoid soaking the paper in water or getting the wallcovering excessively wet. This can cause bleeding of ink, shrinkage and opening of seams as the wallcovering dries.
- Do not rub the face of the paper with a stiff brush, as this will cause the paper fibers to pull and pill.
- Do not pull panels once they have been placed on the wall, this will cause the seams to open upon drying.
- Do not allow adhesive to dry on the face of the wallpaper. Remove immediately with a soft, clean sponge.